

DETAILED ACTION

1. This is an Examiners Amendment and Allowance of claims 1, 4, 16, 17, and 18.

Examiner's Amendment

2. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it **MUST** be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Atty Wayne Bailey (Reg. No. 34,289) on 2/10/2009.

In the claims:

Please cancel claims 2, 3, and 5-15.

Please amend the claim dependent of claim 16 as follows:

16. The computer program product as set forth in claim [3]1, ...

Please amend claim 1 as indicated below:

1. (Previously presented) A computer program product for managing support contact information of support people ~~an~~ for one or more applications each application having On Shift support hours and Off Shift support hours and a plurality of On Shift and Off Shift support people, said program product comprising:

a computer readable storage medium;

program instructions stored on said computer readable storage medium for execution on a computer, comprising:

first program instructions to receive a request to view contact information for a plurality of support people for ~~said an~~ application, and in response, determine whether said request occurs during said On Shift support hours or said Off Shift support hours for said application, and

second program instructions, responsive to said request occurring during said On Shift support hours for said application, to determine the support people who are On Shift and the support people who are Off Shift for said application, and direct display of contact information of said On Shift support people and said Off Shift support people in a list such that wherein said support people who are On Shift are listed before said support people who are Off Shift[.];

said second program instructions, further responsive to said request occurring during said Off Shift support hours for said application, to determine the support people who are Off Shift and the support people who are On Shift for said application, and direct display of contact information of said Off Shift support people and said On Shift support people in a list such that wherein said support people who are Off Shift are listed before said support people who are On Shift; and

third program instructions to create a database specifying said On Shift support hours and said Off Shift support hours for each of said one or more applications, and specifying which of said support people are On Shift and which of said support people are Off Shift for each of said On Shift support hours and Off Shift support hours, wherein the plurality of said On Shift support people includes an On Shift primary support person and an On Shift backup support person, and the plurality of said Off Shift support people includes an Off Shift primary support person and an Off Shift backup support person, and wherein in each of said display of contact information of support people, the respective primary support person is listed before the respective backup support person,

wherein

—said first and second program instructions are stored on said computer readable storage medium.

Reasons for Allowance

3. The following is an examiner's statement of reasons for allowance:

Applicant's arguments on the record (Remarks of 10/20/2008, pgs. 6-8) with respect to claims 2 and 3 from which limitations are now incorporated into independent claim 1, in combination with amendments entered hereto and cancellation of the remaining claims of differing scope, are persuasive over the prior art of record.

The closest prior art Goodman (U.S. Publication No. 2006/059253), Parks et al. (U.S. Patent No. 6,981,000), and Guheen et al. (U.S. Patent No. 6,519,571) fail to teach or fairly suggest, in combination with the recited steps of claim 1: *third program instructions to create a database specifying said On Shift support hours and said Off Shift support hours for each of said one or more applications, and specifying which of said support people are On Shift and which of said support people are Off Shift for each of said On Shift support hours and Off Shift support hours, wherein the plurality of said On Shift support people includes an On Shift primary support person and an On Shift backup support person, and the plurality of said Off Shift support people includes an Off Shift primary support person and an Off Shift backup support person, and wherein in each of said display of contact information of support people, the respective primary support person is listed before the respective backup support person as recited in independent claim 1.*

Specifically, none of Goodman, Parks, or Guheen, alone or in combination, teach or fairly suggest creating a database specifying said On Shift support hours and said Off Shift support hours for each application and for each of said applications the support

people who are assigned as On Shift and Off Shift where the On Shift and Off Shift support hours are with respect to the given application and where the application itself, in contrast to a given support person, has On Shift and Off Shift support hours; and further where, for each application and each shift, the contact information for a plurality of support persons including a primary support person and at least one backup support person are listed in order according to when the request for support was requested in relation to the application support shift and the primary and backup support status of support persons. Claims 4, 16, 17, and 18, all depending from claim 1, are allowed for reasons given for claim 1.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Dave Robertson whose telephone number is (571)272-8220. The examiner can normally be reached on 9 am to 5 pm, M-F.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Albert Decady can be reached on (571) 272-3819. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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